

DANTES EXAMINATION PROGRAM HANDBOOK (DEPH)

FY12 ABRIDGED VERSION *(updated 1 April 12)*

(Note: Exhibits are in the Complete Version of the DEPH in the TCO Portal)

Part I

Administration of DANTES-Sponsored Exams at Military Facilities

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DANTES EXAMINATION PROGRAM HANDBOOK (DEPH)

FY12 ABRIDGED VERSION

Part I

Administration of DANTES-Sponsored Exams at Military Facilities

INTRODUCTION

DANTES Mission

One of DANTES' primary missions is to sponsor the administration of a wide range of voluntary education programs for:

- Active duty military personnel
 - National Guard
 - Reserve Personnel
 - U.S. Coast Guard
 - Other designated agencies/client groups.
-

DANTES- Sponsored Examination Programs

The following examination programs are provided to DANTES Test Sites under contract with various testing agencies:

- High school equivalency tests
- Tests for college credit
- Undergraduate admissions tests
- Graduate admissions tests
- Certification
- Guidance
- Interest tests.

Note: The DANTES Programs staff is authorized to have direct access to DANTES Test Sites and may correspond with TCOs and ATCOs in order to properly manage the testing programs administered through multiple contracts with testing agencies.

Continued on next page

Administration of DANTES-Sponsored Exams at Military Facilities, Continued

DANTES-Sponsored Test Sites

Test sites on military installations are supported by the individual Services. Test sites allowed to administer DANTES-sponsored exams are referred to in this *Handbook* as DANTES Test Sites. DANTES does not fund the operation of the test sites. Through multiple contracts with testing agencies, DANTES arranges for specific exams to be administered at DANTES-approved test sites by DANTES-trained TCOs.

DANTES Test Control Officer (TCO) Training

DANTES trains U.S. government employees, government contractors and state employees located on military installations to administer tests to Service members and other eligible personnel. Once training is successfully completed and, if all other eligibility criteria are met, DANTES appoints individuals to administer DANTES-sponsored exams.

Funding

For funding eligibility, see specific program chapters in Part II of the *DANTES Examination Program Handbook (DEPH)*. Most tests are offered on a funded basis for:

- All eligible military personnel including Coast Guard.
- Eligible civilians on a limited-funded basis.

Note: Some programs may be offered to civilians on an unfunded, space-available basis.

Continued on next page

Administration of DANTES-Sponsored Exams at Military Facilities, Continued

Test Control Officer (TCO) Portal

DANTES maintains all test instructions in the on-line TCO Portal. Access to this web-based system is controlled by user name and password. A critical requirement for establishment of the user name/password account is a current, official e-mail address.

Note: All e-mail address changes that occur must be reported immediately to exams@navy.mil to continue authorized access to the TCO Portal.

Authorized users include:

- TCOs
- ATCOs
- ITCOs
- Major command education directors
- Service education directors
- Service transcript and counseling system personnel

TCO Portal Access:

To access the TCO Portal program application or to establish a TCO Portal account, go to www.dantes.doded.mil. From the menu on the left, select; EXAMINATIONS. Scroll down to EDUCATION STAFF INFORMATION and TCO PORTAL. Follow the instructions to log in or to establish an account.

TCO Portal Contents Include:

- DANTES Examination Program Handbook (DEPH) Complete Version
- Forms:
 - DANTES Test Inventory Report (DANTES 1560/12)
 - DANTES Test Inventory Report (DANTES 1560/GEDTS/12)
 - Test Inventory Report Instructions
 - Document Receipt Form (DANTES 1560/14)
 - Document Receipt Instructions
 - DANTES Annual Testing Facilities Review (DANTES 1560/11)
 - Exam Order Forms (ACT and Prometric)
 - GRE and GMAT Reimbursement Forms (DANTES 1560/49 and DANTES 1560/48)
 - Test Site Establishment/TCO Nomination Letter, TCO Nomination Letter and ATCO Nomination Letter
- Current year CLEP Sample Tests
- Secure DANTES Test Site Lookup
- GED Manual - English and Spanish
- Service, major command, DANTES Test Site Volume/Pass Rate Reports

Administration of DANTES-Sponsored Exams at Military Facilities, Continued

DEPH The *DEPH* is an official testing policies and procedures guide for DANTES-sponsored examinations. By reference, DANTES is included in the **DoD Instruction 1322.25**. To view, go to the DANTES Home Page at www.dantes.doded.mil. Select “VOLED Home Page”, on the right side. Click on “Policy” to see list of instructions.

DEPH Part I – Administration	DEPH Part II - Academic Exams
Provides administrative policies and procedures including DANTES Test Loss or Compromise Investigation Guidelines.	Each chapter describes the specific program and provides detailed information on: <ul style="list-style-type: none"> • Ordering • Administration • Returning test materials • Test dates and fees • Exhibits

For information on Guidance exams and Interest inventories, contact the DANTES Education Programs Department at **counseling@navy.mil**.

Military Service Regulations

Voluntary education program Service regulations incorporating DANTES-sponsored exams:

- Air Force Instruction 36-2306
- Army Regulation 621-5
- Marine Corps Regulation - MCO P1560.25C
- Navy Instruction - OPNAVINST 1560.9
- Coast Guard Instruction - CGI Publication P1550.1, Volume III

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Administration of DANTES-Sponsored Exams at Military Facilities, Continued

**DANTES
Addresses,
Telephone
Numbers and
E-mail**

If the TCO, ITCO, or ATCO needs to communicate with DANTES concerning examination programs, the following addresses, telephone and fax numbers are provided:

- **DANTES Education Programs Department**

Code 20C2
6490 Saufley Field Road
Pensacola, FL 32509-5243

CML (850) 452-1111 x3245
DSN 922-1111 x3245
Fax CML (850) 452-1160
Fax DSN 922-1160
E-mail exams@navy.mil

- **DANTES European Representative**

Unit 29055
APO AE 09081-9055

CML in Germany 06202-80-6008
CML from CONUS 011-49-6202-80-6008
CML from elsewhere 00-49-6202-80-6008
DSN 379-6008
Fax DSN 379-6473
Fax CML in Germany 06202-80-6473
Fax CML outside Germany 011-49-6202-80-6473
E-mail dantes@eur.army.mil

- **DANTES Far East Field Office**

HQ PACAF DPFE
25 E ST STE D208
Hickam AFB, HI 96853-5411

CML (808) 449-8862
DSN 315-449-8862
Fax CML (808) 449-8884
Fax DSN 315-449-8884
E-mail dantes.pacific@hickam.af.mil

Acronym List

Frequently-Used Acronyms The following acronyms are used in the *DANTES Examination Program Handbook*:

Acronym	List
AARTS	Army/American Council on Education Registry Transcript System
ACE	American Council on Education
ACT	Formerly American College Testing; now ACT
ASE	Automotive Service Excellence
ATCO	Alternate Test Control Officer
CCAF	Community College of the Air Force
CLEP	College-Level Examination Program
CONUS	Continental United States
CPPD	Center for Personal and Professional Development
DANTES	Defense Activity for Non-Traditional Education Support
DEPH	<i>DANTES Examination Program Handbook</i>
DSST	Formerly DANTES Subject Standardized Tests
ECE	Excelsior College Examinations
ESO	Education Services Officer
GEDTS	General Educational Development Testing Service
GMAT	Graduate Management Admission Test
GRE	Graduate Record Examination
GSU	Geographically Separated Unit
ITCO	Interim Test Control Officer
JROTC	Junior Reserve Officers Training Corps
LSAT	Law School Admission Test
MACOM	Major Command
MAJCOM	Air Force Major Command
NAF	Non-Appropriated Funds
NCO	Noncommissioned Officer
NOAA	National Oceanic and Atmospheric Administration
OCONUS	Other than Continental United States
PTCO	Designation for incoming Prospective Test Control Officer
ROTC	Reserve Officer Training Corps
SAT	SAT®: Reasoning Test
SMART	Sailor/Marine Corps ACE Registry Transcript
SOP	Standard Operating Procedure
TCO	Test Control Officer
UCMJ	Uniform Code of Military Justice
UPS	United Parcel Service
USAFI	United States Armed Forces Institute
USPS	United States Postal Service

PART I

Administrative Policies and Procedures

Introduction

Guidelines and Responsibilities

Part I of the *DANTES Examination Program Handbook (DEPH)* provides:

- Eligibility policies.
 - Instructions for the overall administration of the DANTES Examination Program.
 - Guidance to headquarters and major command personnel concerning their responsibility for overseeing the DANTES Examination Program.
-

Examinee Eligibility Requirements

Overview

Eligibility to test through the DANTES Testing Program on a funded or unfunded basis is determined by several factors:

- type of military identification card
 - individual Service policy regarding funding
 - individual testing program policy regarding civilian test administrations
 - geographic location of the DANTES Test Sites
 - conflict-of-interest considerations.
-

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Examinee Eligibility Requirements, Continued

Verifying ID Cards	Personnel must present the new generation Geneva Conventions Identification Card (CAC) to establish eligibility for funded DANTES academic testing. No other identification cards are acceptable for Service members.
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Common Access Card	Personnel with the New Geneva Conventions Identification Card are eligible for DANTES-funded testing.
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The new CAC will have “**Geneva Conventions Identification Card**” across the bottom, “**United States Government**” in the upper left hand corner, and to the right of the photo “**Uniformed Services**” with the branch of Service, **Air Force, Army, Coast Guard, Marine Corps or Navy**.

Note: If there is any question regarding an examinee's identification, request to see a second photo identification such as a driver's license.

Note: All examinees must provide at least one, but preferably two pieces of photo identification before being admitted for unfunded (examinee pays) testing.

Verifying ID Cards for Eligible Coast Guard and Reserve Military Spouses	Eligible active duty Coast Guard spouses must present the Uniformed Services Identification and Privilege Card, DD Form 1173 to establish eligibility for funded DANTES academic testing. Eligible Guard and Reserve Component spouses must present the Department of Defense Guard and Reserve Family Member Identification and Privilege Card, DD Form 1173-1. No other identification cards are acceptable for spouses of military Service members.
---------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Verifying Eligibility for Acquisition Workforce Employees	Acquisition Workforce employees must present an approved “Defense Acquisition University Testing Program Eligibility Statement” (Exhibit 4) for testing at DANTES Test Sites.
------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Exceptions for Testing Civilians and Spouses	Refer to the individual program chapters for funded civilian and spouse testing programs.
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Examinee Eligibility Requirements, Continued

Test Administrators Eligibility to Test

Currently appointed DANTES testing personnel (TCO, ATCO, ITCO, and Examiners) and their family members **are not eligible** to test on DANTES-sponsored examinations until 180 days following the expiration of their respective appointments.

These individuals are not authorized to test at their own test site.

If a military member is the spouse of an Examiner and wishes to test, the TCO needs to contact the DANTES Examinations Program Code 20C1, to arrange for any required testing and for maintaining the military member's eligibility for DANTES-funded exams. Please advise all Examiners of this requirement, prior to their assumption of duties.

Request for Waivers for Test Administrators

Waivers of the above policy are rare and will be handled on an individual basis. All written requests must be submitted to:

DANTES
Code 20C1
6490 Saufley Field Road
Pensacola, FL 32509-5243

Submit request to exams@navy.mil.

Note: A waiver will not be granted for any testing personnel to test at their own test site.

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Examinee Eligibility Requirements, Continued

The waiver request should include:

No.	Item
1	The name of the examination.
2	The desired test date.
3	Specific requirements that necessitate testing.
4	Verification of no prior access to the examination.
5	The reason for testing now instead of waiting until the appointment expires.
6	Desired test location (local college or another DANTES-sponsored Test Site).
7	Verification that eligible personnel will not be inconvenienced or precluded from testing on the same exam at a nearby test site.

Waiver Approval

If a waiver is approved by DANTES Code 20C1,

- testing on the approved exam will be suspended at the requestor's test site until testing is completed.
 - a copy of the approved waiver must accompany the answer sheet.
-

Conflict of Interest

Guidance

Conflict of interest in the test site has the potential to damage the credibility of the DANTES Examination program. **Avoid** the following potential conflict-of-interest situations **by not testing**:

- assigned office personnel (TCO, ATCO, ITCO, and Examiner).
 - another DANTES Test Site's TCO, ATCO, ITCO, or Examiner without a waiver from DANTES.
 - family members of DANTES testing personnel.
-

Conflict of Interest

The *DEPH* prohibits conflict of interest and advises steps to be taken to preclude the appearance of such a conflict. For guidance to prevent conflict-of-interest situations, follow these steps:

Step	Action
1	Contact DANTES Code 20C1 via e-mail at exams@navy.mil for assistance.
2	Refer to applicable Standards of Conduct or
3	If necessary, seek legal advice.

Unavoidable Testing of Relatives or Office Personnel

When administering DANTES-sponsored examinations to relatives or other office personnel is unavoidable, contact DANTES Code 20C1, for advice and assistance.

Honoraria

TCOs, ATCOs, ITCOs, or Examiners are **not permitted** to accept gratuities or honoraria.

Definitions

DANTES Test Sites and National Test Centers

Various tests may be taken worldwide at the following **types of test centers**:

DANTES Test Sites - facilities located on a permanent military or federal installation to administer DANTES-sponsored examinations as part of the voluntary education program. DANTES Test Sites are not authorized for temporarily-deployed commands.

- **Stocking** DANTES Test Sites – **can stock** most DANTES-sponsored examinations and are required to submit Quarterly Test Inventories.
- **Non-Stocking** DANTES Test Sites - **cannot stock** examinations. A Quarterly Test Inventory is not required.

CONUS - may order and retain most examinations for 45 days.

Overseas - may order and retain most examinations for 60 days.

National Test Centers - function separately from DANTES Test Sites.

- National Test Centers (NTCs) are colleges and universities approved by the individual test agencies to administer their exams.
- Effective 1 October 1999, DANTES authorized the reimbursement of GRE General and GMAT test fees for eligible military personnel who tested at a National Test Center. See the GRE and GMAT chapters in Part II for additional policy and procedure information.
- Effective 16 February 2004, DANTES authorized up-front funded CLEP eCBT testing for eligible military and civilian examinees at colleges and universities operating as NTCs under agreement with the College Board. See the CLEP chapter in Part II for additional policy and procedure information.
- Effective 1 October 2006, DANTES authorized up-front funded Internet-based DSST testing for eligible military and civilian examinees at colleges and universities operating as National Test Centers under agreements with Prometric.
- DANTES **does not** authorize funding of the paper-based DSST tests at National Test Centers. See the DSST chapter for additional policy and procedure information.
- Effective 1 June 2009, DANTES authorized up-front funded ECE CBT testing for eligible military at base-sponsored NTCs.

Continued on next page

Definitions, Continued

Key Personnel

The individuals listed below are key personnel at a DANTES Test Site:

- **Test Control Officer (TCO)** - a military member, federal or state civil service employee, or Service-funded/monitored contractor appointed by DANTES who is fully responsible for test site management and the safeguarding of examinations.
 - **Alternate TCO (ATCO)** - a military member, federal or state civil service employee, or Service-funded/monitored contractor appointed by DANTES who may perform all duties of the TCO and safeguards exams, but is not fully responsible for the test site operation.
 - **Interim TCO (ITCO)** - a military member, federal or state civil service employee or Service funded/monitored contractor appointed by DANTES to serve as the TCO on a temporary basis not to exceed 90 days.
 - **Prospective TCO (PTCO)** – a designation for an incoming TCO.
 - **Test Examiner** - a locally trained government/contract individual authorized to administer DANTES-sponsored examinations under the supervision of the DANTES TCO and is responsible for safeguarding exams.
 - **Test Proctor** - an individual assigned to monitor test administration as a deterrent to improper test conduct in a ratio of one (1) proctor for every 15 examinees.
-

Controlled Items

The *DEPH* refers to "controlled items." All DANTES-sponsored paper examinations are controlled items and must be stored in a manner that guarantees the integrity of the testing program by:

- accounting for exams at all times
 - never leaving an examinee unattended
 - never leaving tests unattended
 - mailing test materials via Certified Mail, United Parcel Post, or Federal Express.
-

Test Site Establishment and TCO/ATCO Appointment Procedures

Establishment Requirements

Reasons to establish a DANTES-sponsored Test Site include:

- A sufficient number of eligible military personnel are assigned.
 - There is high personnel interest in off duty education.
 - It is a geographic location that makes traveling to other DANTES-sponsored Test Sites inconvenient to Service members.
 - There is a lack of accessibility to an established test center.
- For all DANTES Test Sites, testing personnel agree to use the Web-based DANTES TCO Portal.

Note: Newly established test sites will initially be designated as non-stocking.

Facility Requirements

Facility requirements for establishing a DANTES-sponsored Test Site are:

Testing Room	
1	Well lighted
2	Well ventilated and quiet
3	Used only for testing purposes when scheduled
4	Have adequate seating to allow reasonable separation during testing
5	Have an interval timer* to accurately time test administrations (kitchen timers are not allowed)
6	Have a wall clock for general reference
7	Adequate arrangements for the test administrator to maintain constant surveillance of examinees

*Timers available through GSA Advantage and Marathon Watch Company at: www.gsaadvantage.gov or www.marathonwatch.com

Security Container	
1	A security container used exclusively for DANTES-sponsored examinations and examination materials or other examinations to which only authorized DANTES testing personnel have access.
2	The security container must be one of the following: <ul style="list-style-type: none">• metal file cabinet equipped with a steel lock bar and Service-approved three-combination, dial or digital padlock• metal file cabinet equipped with a built-in combination lock• upright safe or vault• any other type of security container for which a waiver has been obtained from DANTES.
3	Locate the safe in a room with a lockable exterior door accessible by authorized DANTES testing personnel only. Do not locate it in a public area such as a break room, reception area, etc.

Continued on next page

Test Site Establishment and TCO/ATCO Appointment Procedures, Continued

Submitting Establishment/TCO/ATCO Nomination Requests

To establish a DANTES-sponsored Test Site, commands must submit a request (see sample DANTES-Sponsored Test Site Establishment and DANTES TCO/ATCO Nomination Request - **Exhibit 1**) to the appropriate major command or headquarters for endorsement. The Major Command/HQ forwards the **endorsed** request to DANTES Code 20C2. Send request to exams@navy.mil. Follow these steps in preparing the request:

Step	Action
1	State reason for request.
2	Provide the number of military personnel assigned to the installation and the total number of personnel for whom the center is responsible, including those at geographically separated units (GSUs).
3	State assurance that all facility requirements listed on the previous page have been met.
4	Send an establishment request letter and/or TCO/ATCO nomination request (see Exhibit 1) to DANTES Code 20C2 via Service headquarters or major command. The following must be provided for TCO and Alternate TCO appointments: <ul style="list-style-type: none">• Name(s)• SSN (last four digits)• Documentation of Baccalaureate degree (e.g. copy of degree or transcript with name of issuing institution)• Verification of TCO training• Statement of Understanding• Official e-mail address• Phone number (DSN and commercial)

DANTES Approval Process

Upon receipt of the requirements and training verification, DANTES Code 20C2, will determine whether a DANTES-sponsored Test Site will be established and/or the nominated TCO/ATCO is eligible for appointment.

Continued on next page

Test Site Establishment and TCO/ATCO Appointment Procedures, Continued

Assigned Identification Number

DANTES assigns a four-digit DANTES-sponsored Test Site identification (ID) number. The **ID number**:

- **never** changes once assigned.
 - **cannot be transferred** to another test site.
 - **must** be used on all test site correspondence.
 - **should be protected and given only** to personnel directly involved with the examination program.
 - **cannot be used interchangeably** with other DANTES Test Sites, even when two sites share the same testing personnel.
-

Test Site Inspection Procedures

Annual Testing Facilities Review Policy

The authorizing military service is required to inspect the test site once each calendar year. **All** DANTES Test Sites, stocking and non-stockung, must be inspected. Follow these steps:

Step	Action
1	TCOs must coordinate with the appropriate Service headquarters, major command, or Air Force Base Commander to ensure that the review is completed by 31 December each calendar year.
2	The Service headquarters, major command, or Air Force Base Commander selects an objective inspecting official meeting the following requirements: <ul style="list-style-type: none">• Equivalent to a GS-11 or higher• Commissioned Officer (O-1) or higher or a Chief Warrant Officer (CW2) or higher• Knowledgeable of the testing program• Not a member of the DANTES Test Site staff

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Test Site Inspection Procedures, Continued

Inspector Duties

The designated inspector performs the following duties:

- Completes the DANTES Annual Testing Facilities Review, DANTES Form 1560/11 (**Exhibit 3**), and sends to DANTES Code 20A by e-mail to exams@navy.mil. **Note: Refer to Service regulations for additional guidance.**
 - Accesses the DANTES security container **only** to identify the condition of exams.
 - Is **always monitored** by the TCO or ATCO when accessing the security container.
 - **MAY NOT OPEN OR REVIEW EXAMINATIONS.**
-

Test Site Disestablishment Procedures

Disestablishment Justification

The following list indicates possible reasons for disestablishing a DANTES-sponsored Test Site:

- History of no testing
 - Duplication of services
 - Dysfunction
 - Loss of testing personnel
 - Major reduction in installation personnel
 - Consolidation of test sites
 - On request
-

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Test Site Disestablishment Procedures, Continued

Processing Procedures

The test site, major command or Service headquarters may request disestablishment of the test site for any of the reasons listed on the previous page.

After the following disestablishment steps are completed, and all materials have been received and accounted for, DANTES Code 20C2 will provide the TCO with official notice of closure.

Step	Action
1	Initiate the disestablishment request through the headquarters or major command, with a copy to DANTES Code 20C2 via email to exams@navy.mil . State in the request if the site wishes to stay on DANTES' miscellaneous mailing list to receive information and publications.
2	Provide a forwarding address, if known, for all DANTES testing personnel.
3	Cease all testing operations (CEASE OPERATIONS DATE) no later than 60 days before the closure date for CONUS test sites and 90 days for overseas test sites. Note: If a test site is experiencing significant delays in mail service, the CEASE OPERATIONS DATE can be extended; or if currently appointed DANTES testing personnel are departing before the CEASE OPERATIONS DATE and there are no replacement personnel anticipated, immediately initiate disestablishment procedures.
4	Notify the affected military community that testing services will not be available after the CEASE OPERATIONS DATE. Note: Inform the community that individuals need to plan for their testing requirements prior to this deadline.

Continued on next page

Test Site Disestablishment Procedures, Continued

Processing Procedures (continued)

Step	Action
5	<p>Initiate all test orders no later than 60 days prior to the CEASE OPERATIONS DATE for CONUS and 90 days for overseas test sites.</p> <p>Note: If testing personnel are still at the test site, do not refuse packages.</p> <ul style="list-style-type: none">Any test received between the CEASE OPERATIONS DATE and the CLOSURE DATE may not be administered and must be returned <u>immediately</u> to the testing agency. <p>DO NOT order exams (i.e., GRE Subject, Praxis Series) that will arrive after the CEASE OPERATIONS DATE.</p>
6	<p>Stocking test sites must complete 2 forms:</p> <ol style="list-style-type: none">DANTES Test Inventory Report 1560/12 (Exhibit 7) (AFAEMS for Air Force) annotated "DISESTABLISHMENT INVENTORY" andDANTES Document Receipt Form 1560/14 (Exhibit 4) for each testing agency. <p>Return all tests to the respective testing agency (ACT, GEDTS, and Prometric). Include both forms (DANTES 1560/12 and DANTES 1560/14) with the respective tests.</p>
7	<p>Provide to DANTES Code 20C2 (1) a copy of the 2 forms completed in Step 6 (DANTES 1560/12 and DANTES 1560/14) via either E-mail to exams@navy.mil, or fax to (850) 452-1160.</p>
8	<p>Leave specific instructions with remaining personnel and postal authorities concerning disposition of any incoming packages containing controlled items before departure of all testing personnel. Return these materials to the testing agency (unopened) promptly via Certified Mail.</p>

Note: If not needed at another nearby DANTES-sponsored Test Site or if no counseling personnel will be working at the closing location, return all NON-CONTROLLED test materials (i.e., Interest Tests and GED Practice Tests) to:

**DANTES
Code 10C Distribution Center
6490 Saufley Field Road
Pensacola FL 32509-5243**

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Test Site Disestablishment Procedures, Continued

Examinees' Responsibilities

Examinees who test **within 60 days** of the **CEASE OPERATIONS DATE** should:

- complete a "Change of Address" form indicating a permanent home or transfer address for receiving mail.
- leave a self-addressed stamped envelope at the test site or submit the envelope with the answer sheet at the time of testing.
- understand that examinees can obtain their scores in the future by requesting a transcript from the appropriate testing agency for the stated transcript fee.

Note: The testing agency will send only the "examinee's copy" to the individual.

Testing Agencies' Responsibilities

Based on written notification by DANTES of test sites identified for closure, testing agencies will:

- not honor any test order received within 45 days of the CEASE OPERATIONS DATE.
 - not honor any request for special-order exams with administration dates occurring after the CEASE OPERATIONS DATE.
 - not mail score reports to disestablished test sites.
 - send the "Examinee Copy" to an examinee who provides a self-addressed stamped envelope if the test site is being disestablished along with instructions on how to request an official score report (transcript request form).
 - notify DANTES immediately of any inventory discrepancy.
 - verify that all test materials have been returned.
-

Testing Personnel Qualifications

Authorized Personnel

Personnel authorized access to DANTES-sponsored examinations are the DANTES-appointed TCO, ATCO, ITCO, PTCO and military, civil service, or contract examiners who are performing Test Examiner duties. They hold these designations by virtue of a **DANTES appointment** and **one or more** of the following:

- Official orders
 - Position description
 - Contract
-

Unauthorized Personnel

No other personnel are authorized to access the DANTES-sponsored examinations. This includes the following education center personnel who have **not** been appointed by DANTES as a DANTES TCO or ATCO or assigned Test Examiner duties by the DANTES TCO, in accordance with the requirements described on this page under “Authorized Personnel.”

- ESOs
 - Counselors
 - Education specialists
 - Education technicians
 - Test proctors
 - Other personnel
-

Caution

The availability of DANTES-sponsored exams is a benefit for Service members and others.

Unauthorized access to DANTES-sponsored exams may result in termination of this benefit.

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Testing Personnel Qualifications, Continued

DANTES TCO ATCO, ITCO, PTCO Qualification Requirements

All TCOs, ATCOs, ITCOs or PTCOs must meet the following qualifications in order to be appointed by DANTES and receive their TCO Appointment Confirmation Form (DANTES 1561/13):

Item	Requirements
1	Be a United States citizen and one of the following: <ul style="list-style-type: none"> • Commissioned Officer • Chief Warrant Officer • Noncommissioned Officer (NCOs) (grade E-6 or above) • Federal civil service employee (including Non-Appropriated Funds (NAF) personnel) • State civil service • Contractor, employed and monitored by applicable Service
2	Have a baccalaureate degree from an accredited college recognized by the U.S. Department of Education. <ul style="list-style-type: none"> • Provide documentation of bachelor's degree (e.g. copy of the diploma or transcript with name of issuing institution) to DANTES Code 20C2, with command nomination letter. • TCO/ATCO/ITCO/PTCOs appointed prior to 1 May 08 without a baccalaureate degree are currently allowed to remain in their positions, however, DANTES strongly recommends they complete a baccalaureate degree and provide documentation to DANTES Code 20C2.
3	Complete TCO/ATCO Statement of Understanding for DANTES-sponsored testing (Exhibit 2) and include with command nomination letter.
4	Be nominated and endorsed (if applicable) by letter by the respective Service (Exhibits 1, 5, or 6).
5	All nominated TCOs/ATCOs must successfully complete the web-based Test Control Officer (TCO) for Academic Testing Course and Exam.
6	Newly appointed DANTES TCO/ATCO/ITCOs must immediately visit www.dantes.doded.mil and request to establish a TCO Portal account to receive a username and password required to access the Web-based TCO Portal and other applications. See TCO Portal access information on page 3.
7	Must annually review the video or CD-ROM <i>Test Security is Your Responsibility</i> .
8	Must maintain TCO Appointment Confirmation Form (DANTES 1561/13) on file throughout tenure.
9	For stocking and non-stockung test sites, TCOs/ATCOs must log into the TCO Portal, access "Status Update" under "Manage Test Site" to confirm their appointment information quarterly.

Continued on next page

Testing Personnel Qualifications, Continued

Interim TCO

When nominating an Interim TCO (ITCO), be advised they can only be appointed for a period **not to exceed 90 days**. At the end of 90 days, a **permanent TCO must be nominated** for appointment.

Eligibility to Test on DANTES- Sponsored Examinations

All DANTES TCO/ATCO/ITCO/PTCO appointees must be aware that they may not test on a DANTES-sponsored examination (without a waiver from DANTES Code 20C1) until 180 days following the expiration of their respective appointment.

Continued on next page

Testing Personnel Qualifications, Continued

Test Examiner Qualifications

A test examiner:

- may administer DANTES-sponsored exams in a DANTES-sponsored Test Site.
- can be a military Service member, Federal (including NAF) employee, State civil service employee or Service-sponsored/monitored contractor.
- is **not** allowed to sign test orders, answer sheets, test inventory reports, irregularity reports, or testing agency shipping documents.

DANTES TCOs may establish a TCO Portal account for an examiner to enable access to the online Document Receipt Form and online *DEPH*.

Additional Requirements

All test examiner appointees must be aware that they may not test on a DANTES-sponsored examination (without a waiver from DANTES Code 20C1) until 180 days following the expiration of their respective appointment.

Item	Requirement
1	Must have a baccalaureate degree from an accredited college recognized by the U.S. Department of Education. All test examiners appointed after 30 Apr 08 must meet education requirements and provide the appointing command with documentation in the form of a diploma or transcript that includes the name of the issuing institution.
2	Must be approved by the local command. Contracted Test Examiners must be monitored by the applicable Service.
3	Must successfully complete the web-based Test Control Officer (TCO) for Academic Testing Course and Exam.
4	May be authorized to know the safe combination.
5	Must annually view the video or CD-ROM <i>Test Security is Your Responsibility</i> .

Note: Since DANTES does not appoint test examiners, adequate controls must be developed by the Service to minimize the potential for conflict of interest and security breaches. The Service is responsible for providing comprehensive training to ensure an acceptable standard of test administration is maintained.

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Testing Personnel Qualifications, Continued

Test Proctor Qualifications

Test proctors:

- Have no specific educational requirements.
- Must be used when testing 15 or more examinees. Use a ratio of 1 proctor for each 15 examinees.
- Monitor test administration as a deterrent to improper test conduct.
- Do **not** have access to DANTES sponsored examinations.

Note: THE TCO, ATCO, OR EXAMINER MUST REMAIN IN THE TESTING ROOM WITH THE PROCTOR(S) AT ALL TIMES.

Testing Personnel Training

All Test Sites

The cognizant military command is responsible for training TCOs, ATCOs, and ITCO personnel at test sites on policies and procedures related to the local testing program operating procedures.

- All new testing personnel or those who have not served as a DANTES TCO, ATCO, or ITCO within the last 2 years must view the video or CD-ROM ***Test Security is Your Responsibility*** and must successfully complete the Web-based Test Control Officer (TCO) for Academic Testing Course and Exam.
- Previous experience in a similar military capacity does not substitute for this requirement.
- Currently appointed TCOs, ATCOs, or Test Examiners may request through their Major Command Web-based refresher training (TCO for Academic Testing Course without the final exam). The Major Command will forward the request to exams@navy.mil.

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Testing Personnel Training, Continued

Guard/Reserve Full-Time Support Person	DANTES recommends that Guard/Reserve TCOs be a Full-Time Support Person (FTSP). If an ATCO is also appointed, either the TCO or ATCO should be an FTSP. This ensures the TCO or ATCO is present to perform daily responsibilities.
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Test Security Video or CD-ROM Annual Training Requirements	DANTES requires all test site personnel to review annually the DANTES test security video or CD-ROM entitled <i>Test Security is Your Responsibility</i> , DANTES Stock Number 3252.
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Testing Personnel Changes

Nomination Process

To nominate a DANTES TCO, ITCO or ATCO, the Major Command/ Headquarters submits a packet of the documents listed below to DANTES Code 20C2. See appropriate Branch of Service submission chart on page I-23.

Requirements	Description
<input type="checkbox"/> Complete nomination letter from local command – use Exhibit 5 or Exhibit 6 , as applicable.	Exhibit 5 (page I-77), items 1-3, for TCO change or Exhibit 6 (page I-79), items 1 & 6, for ATCO change
<input type="checkbox"/> Enclose a signed <i>Statement of Understanding</i> .	Exhibit 2 (page I-73)
<input type="checkbox"/> Enclose documentation of baccalaureate degree completion.	Copy of transcript or diploma with school and degree annotated
<input type="checkbox"/> Initiate TCO Turnover Notice in the TCO Portal Program. <i>(NOT required for ATCO change)</i>	Required for stocking and non-stock ing sites. <i>Review the instructions below.</i> <i>(NOT required for ATCO change)</i>
<input type="checkbox"/> Perform and submit a Joint TCO Change Inventory using the DANTES Test Inventory Report, 1560/12 (Exhibits 7 and 11). <i>(NOT required for ATCO change)</i>	A joint, physical inventory is conducted between the outgoing TCO and incoming PTCO. <i>(NOT required for ATCO change)</i>
<input type="checkbox"/> Major Command/Headquarters endorses packet and forwards to DANTES Code 20C2.	Packet consists of letter or e-mail with all required documents.

All TCO changes must be initiated by the outgoing TCO in the TCO Portal Program. (access information on pg. 3 of this Handbook).

- Create an incoming PTCO account and print the inventory
- Conduct a physical joint inventory using the DANTES 1560/12 (Exhibit 7 for all exams except GED, Exhibit 11 for GED). If accurate and acceptable by both the outgoing TCO and incoming PTCO, both must sign the inventory.
Note: If there are discrepancies, then at this point the PTCO may reject the inventory and cancel the turnover. Contact DANTES Code 20C2 at exams@navy.mil for further instructions.
- Once the inventory is signed, submit the inventory to DANTES Code 20C2, FAX: (850) 452-1160, email: exams@navy.mil
- The PTCO must log into the TCO Portal to accept ownership of the inventory.
Do not submit TCO Change Inventories to the testing agencies.
- If there are no exams on hand, include a statement to that effect in the nomination letter.

Major command sends endorsed packet to DANTES Code 20C2 via email exams@navy.mil, DSN fax 922-1160 or CML fax (850) 452-1160 or mail to 6490 Saufley Field Road, Pensacola, FL 32509-5243.

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Testing Personnel Changes, Continued

Number of Authorized ATCOs

Usually, only one ATCO is appointed per DANTES-sponsored Test Site. DANTES **automatically** rescinds the existing ATCO appointment when a new ATCO appointment letter is received. Provide justification if more than two ATCOs are appointed at a test site. **Only** two ATCOs may have ordering authority.

Conditional Appointment Status

The PTCO (**incoming TCO**) assumes responsibility on a conditional basis but **cannot** sign test orders or answer sheets until appointment confirmation is received from DANTES.

The TCO/ATCO appointment process is finalized once DANTES e-mails the TCO Appointment Confirmation Form (DANTES 1561/13) to the TCO/ATCO. The TCO/ATCO must maintain a copy of this form on file.

Safe Combination

Change the safe combination whenever a change in testing personnel occurs (TCO, ATCO, ITCO, or Examiner). **Outgoing personnel are no longer allowed access to DANTES-sponsored exams.**

DANTES TCO/ATCO Appointment Process

Branch of Service

The following chart lists document submission procedures by Branch of Service. TCO and ATCO nomination documents are endorsed by each Service as follows:

Branch of Service	Nomination Procedure
Air Force	Base commander to DANTES Code 20C2, with an information copy to the major command.
Army	Post commander to DANTES Code 20C2, via the major command unless instructed by the major command to do otherwise.
Navy	Commanding officer or regional director to DANTES Code 20C2, via Center for Personal and Professional Development (CPPD) VOLED Detachment, Pensacola 6490 Sauflery Field Road, Pensacola, Florida 32509-5237.
Marine Corps	Base commanding officer to DANTES Code 20C2, via Headquarters, United States Marine Corps, MRV.
Coast Guard	Commanding officer to DANTES Code 20C2, via Commanding Officer (VE) USCG Institute, 5900 SW 64th Street, Suite 235, Oklahoma City, OK 73169-6990.
National Guard/ Reserves	Commanding officer to DANTES Code 20C2, via Service headquarters.

Appointment Confirmation

DANTES TCO, ATCO, PTCOs and ITCO nominations are conditional until the DANTES Form 1561/13 *TCO Appointment Confirmation Form* is received.

- Appointees may not order or administer tests until the DANTES Form 1561/13 “TCO Appointment Confirmation Form” from DANTES Code 20C2 is received.
 - If appointment confirmation has **not** been received from DANTES within 4-5 weeks, contact your chain of command to ensure the paperwork has been sent to DANTES.
-

Rescinding Appointments

Departure of DANTES TCO Without Immediate Replacement

It is imperative that the TCO takes the appropriate actions required for turnover of the TCO function.

- Prior to the rescission of a TCO's appointment or transfer from present duty station, it is the outgoing TCO's responsibility to ensure the TCO position is covered.
- **If a TCO replacement is not being assigned immediately, the TCO must return all tests to the appropriate testing agency and notify DANTES Code 20C2.**
- The test site will be temporarily suspended until a new TCO has been trained and appointed.
- If no authorized testing personnel, TCO, or ATCO are at a test site to assume the TCO position, contact DANTES Code 20C2 for disestablishment procedures.

Note: No test site can remain open without a TCO, ATCO, or ITCO to assume responsibility for it. Refer to the following page for "Responsibilities during Testing Personnel Changes."

DANTES ATCO Departure

It is the TCO's responsibility to immediately notify DANTES Code 20C2 of an ATCO's departure, regardless whether the ATCO is being replaced or not.

Automatic Rescission of DANTES ATCO Appointment

DANTES **automatically** rescinds the existing ATCO appointment when a new ATCO appointment letter is received.

Responsibilities During Testing Personnel Changes

Temporary Absence of DANTES TCO

If the DANTES TCO is temporarily absent, use the following procedures:

Test Sites With DANTES ATCOs

TCO Absence 30 days or LESS

- ATCO automatically assumes responsibility as Acting TCO for a period not to exceed 30 days.
- TCO and ATCO complete a physical Joint Test Inventory Report and retain at test site.
- Complete another physical joint Test Inventory Report when TCO returns.

TCO Absence EXCEEDS 30 days

All TCO changes for stocking and non-stockung test sites must be initiated in the TCO Portal.

- Print instructions from HELP on the tool bar for the TCO change process to create a PTCO account.
- Create an incoming PTCO account.
- Conduct a physical joint inventory using a printed copy of the DANTES 1560/12 (Exhibit 7 for all exams except GED, Exhibit 11 for GED). If accurate and acceptable by both the outgoing TCO and incoming PTCO, both must sign the inventory. **The physical inventory is required of both stocking and non-stockung test sites.**

Note: If there are discrepancies, then at this point the PTCO may reject the inventory and cancel the turnover. Contact DANTES Code 20C2 at exams@navy.mil for further instructions.

- Once the inventory is signed, submit the inventory to DANTES Code 20C2, FAX: (850) 452-1160, email: exams@navy.mil
- The PTCO must log into the TCO Portal to accept ownership of the inventory. ***Do not submit TCO Change Inventories to the testing agencies.***
- If there are no exams on hand, include a statement to that effect in the nomination letter.
- When the TCO returns and assumes duties, complete another physical inventory and submit with nomination letter to DANTES Code 20C2, for reappointment.

Continued on next page

Responsibilities During Testing Personnel Changes, Continued

Test Sites
Without
DANTES
ATCOs

TCO Absence 30 Days or Less

- All testing is held in abeyance until TCO returns.
- An authorized Examiner **may** conduct testing of DANTES-sponsored exams, **if** holding the answer sheets and document forms (for TCO's signature) will not:
 - jeopardize scoring and reporting process, or
 - violate regulations that prohibit holding answer sheets for more than one day following test administration.

TCO Absence EXCEEDS 30 days

- The service command and the outgoing TCO must contact DANTES Code 20C2, for instructions. The departing TCO is responsible for returning all DANTES-sponsored test materials to the testing agencies prior to departure and will be held accountable if the materials are not returned.
- If test materials cannot be returned because the departure occurred unexpectedly, the responsible Service command/headquarters **MUST** contact DANTES Code 20C2 for instructions.

Note: Unauthorized individuals may not gain access to DANTES-sponsored examinations.

Continued on next page

Responsibilities During Testing Personnel Changes, *Continued*

Permanent Departure of the DANTES TCO

The following steps are to be taken for **permanent** departure of the TCO.

Test Sites WITH ATCOs

- | | |
|---|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | The ATCO automatically assumes responsibility as the Acting TCO temporarily for a period not to exceed 30 days . |
| 2 | <p>All TCO changes <u>must</u> be initiated in the TCO Portal.</p> <ul style="list-style-type: none"> • Print instructions from HELP on the tool bar for the TCO change process to create a PTCO account. • Create an incoming PTCO account. • Conduct a physical joint inventory using the printed DANTES 1560/12 (Exhibit 7 for all exams except GED, Exhibit 11 for GED). If accurate and acceptable by both the outgoing TCO and incoming PTCO, both must sign the inventory. The physical inventory is required of both stocking and non-stocking test sites. <p>Note: If there are discrepancies, then at this point the PTCO may reject the inventory and cancel the turnover. Contact DANTES Code 20C2 at exams@navy.mil for further instructions.</p> <ul style="list-style-type: none"> • Once the inventory is signed, submit the inventory to DANTES Code 20C2, FAX: (850) 452-1160, email: exams@navy.mil • The PTCO must log into the TCO Portal to accept ownership of the inventory. <i>Do not submit TCO Change Inventories to the testing agencies.</i> • If there are no exams on hand, include a statement to that effect in the nomination letter. |

Test Sites WITHOUT ATCOs

- | | |
|---|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | A Test Control Officer or ITCO must be appointed immediately to assume full responsibility for the test site. (See Testing Personnel Qualifications, Training, etc., Part I, of this <i>Handbook</i> .) |
| 2 | <p>If the TCO's departure was unplanned (i.e., resignation or death) and a replacement cannot be appointed immediately, all testing must be suspended.</p> <ul style="list-style-type: none"> • The responsible Service command must contact DANTES Code 20C2 for instructions on returning test materials to the testing agency. • Follow instructions for disestablishment of the test site. |

Note: Unauthorized individuals may not gain access to DANTES-sponsored examinations.

Operational Duties and Responsibilities

DANTES TCO/ITCO Responsibilities

Full responsibility for accountability of the DANTES-sponsored exams and test site operations rests with the TCO or ITCO at all times. The TCO or ITCO is authorized to sign all official documents and correspondence pertinent to the operation of the DANTES Examinations Program. The TCO or ITCO is responsible for:

- ordering, receiving, and inventorying examinations.
 - administering, safeguarding, and returning examinations.
 - reporting suspected test losses and compromises.
 - performing operational/administrative duties and actions
 - maintaining support materials such as forms, pamphlets, and booklets.
-

DANTES ATCO Responsibilities

An ATCO is authorized to perform the same duties above as the TCO or ITCO. While their appointment does not include full accountability for the DANTES-sponsored exams and test site operations, they are equally responsible for exam administration security and safekeeping.

Note: Test examiners are equally responsible for administration security and safekeeping of DANTES-sponsored exams.

DANTES- Sponsored Test Site Address, Telephone and E-mail Changes

DANTES will only accept official address/phone changes from the TCO initiated through the TCO Portal. *Do not submit these changes to the national testing agencies.*

- **Address changes** - to prevent shipping delays, immediately report test site address changes.
 - **E-mail address changes** – a current e-mail address is critical for accessing the TCO Portal and for communicating with the TCO/ATCO/ITCO. Report e-mail address changes immediately to exams@navy.mil.
 - **Telephone number changes** – report immediately to DANTES at exams@navy.mil.
-

Standard Operating Procedure (SOP) for DANTES- Sponsored Exams

An SOP must be written and updated annually to control daily DANTES-sponsored Test Site operations. In addition to the above listed TCO duties and responsibilities, special emphasis should be given to the following:

- security procedures concerning the delivery of DANTES-sponsored test materials when the TCO, ATCO, ITCO, or test examiner is not available.
 - notification procedures for the arrival of test shipments.
-

Ordering DANTES-Sponsored Examinations

Determining Testing Needs

Conduct a survey of assigned personnel to determine the number and types of tests to order. Consider the following:

- Demographics of assigned personnel, i.e., age, rank structure, level of current education.
 - Individuals wishing to further their education.
 - Current users of Tuition Assistance or GI Bill.
 - Availability of flexible military specialty degree options.
 - Local college acceptance policies for credit-by-examination programs.
 - Special emphasis programs.
-

Ordering Examinations

The DANTES TCO, ATCO*, or ITCO are the only individuals who may order DANTES-sponsored examinations, including special-ordered exams.

The TCO or ITCO is responsible for avoiding excessive ordering or stocking of tests, which increases the likelihood of test loss or compromise and creates excessive work.

- **CONUS** test sites must order **four (4) weeks** in advance of testing requirements.
- **Overseas** test sites must order **six (6) weeks** in advance.
- Orders for examinations and support materials **MUST** be submitted on the forms specified by DANTES and the appropriate agency.
- Sample order forms are found in each examination chapter of this *Handbook*.
- Retain copies of test orders until test booklets are received.

*If **more** than two ATCOs are appointed at a test site, **only** two ATCOs may have ordering authority.

Disabled or Handicapped Examinees

When ordering examinations for administration to disabled or handicapped examinees, request special instructions from DANTES Code 20C1, and the appropriate testing agency 45 days prior to placing the test order. Also, request special instructions to keep on file in the test site for reference purposes.

Receiving DANTES-Sponsored Examinations

Tests Mailed From GEDTS, Prometric, Excelsior and ACT

Testing materials containing examinations are always delivered in a double-wrapped package addressed to the “DANTES Test Control Officer” and sent from the testing agency as shown below:

	CONUS Mailing	Overseas Mailing
GEDTS	Certified Mail	Certified Mail
Prometric	United Parcel Service (UPS)	Certified Mail <i>(including AK, HI, PR, and VI)</i>
Excelsior	United Parcel Service (UPS)	Certified Mail <i>(including AK, HI, PR, and VI)</i>
ACT	United Parcel Service (UPS)	Certified Mail <i>(including AK, HI, PR, and VI)</i>

Certified Mail Justification

Test sites in CONUS may request that exams be shipped Certified Mail by justifying the need in writing to DANTES Code 20C2 via exams@navy.mil.

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Receiving DANTES-Sponsored Examinations, Continued

Address Label Check the address label **BEFORE** opening packages from the testing agency.

Misdelivered Packages If a package is misdelivered and

- you have not signed for the package, ask the post office or delivery company to forward to the proper address.
- someone else in your unit signed for the package, **do not open the package.**
 1. Immediately place the unopened package in a mailing envelope along with a document receipt form indicating the package was misdelivered.
 2. Send the package to the appropriate testing contractor by certified mail.

Initial Receipt Test sites **should** receive exams within four (4) weeks in CONUS from the date they were mailed by the testing agency and six (6) weeks overseas. Upon receipt of and before storing examinations:

- carefully check the package contents.
- account for all exams by test title and booklet serial number.
- conduct a page check of all unsealed test booklets.
- sign and return shipping document to testing contractor.

Test examiners are not authorized to sign the testing agency's shipping document/notice, but may sign for the test package from the mailroom or UPS.

Continued on next page

Receiving DANTES-Sponsored Examinations, Continued

Shipment Delays or Discrepancies

Never sign and return a shipping document that has a discrepancy; retain all packaging material until the discrepancy is resolved. If a shipment discrepancy or delay has been identified:

- **CONUS** test sites must immediately contact the appropriate testing agency by phone.

Prometric: 800-257-9484

GEDTS: 800-528-9800

ACT: 319-337-1536

- **Overseas** test sites must contact the European or Far East DANTES Representative at the phone numbers listed on **page 5** of this document.
- The testing agency will initiate action to resolve the issue.

**UNDER NO CIRCUMSTANCES
SHOULD UNAUTHORIZED PERSONNEL
OPEN A PACKAGE CONTAINING TESTING MATERIALS.**

Inventorying DANTES-Sponsored Examinations

DANTES Test Inventory

The DANTES Test Inventory Report, DANTES1560/12 has two forms; (Exhibit 7) is used for all exams except GED, (Exhibit 11) is used only for the GED.

Air Force may use AFAEMS in place of the DANTES Test Inventory.

Either DANTES 1560/12 or AFAEMS is required for use by ALL stocking and nonstocking DANTES Test Sites. The DANTES Test Inventory Report or AFAEMS is used for the following purposes:

- Daily Inventory
- Quarterly Inventory
- TCO Change Inventory
- Disestablishment Inventory

Test Inventory Reporting

Test inventories are the most critical element for protecting the DANTES-sponsored Examination Program from test loss or compromise. When signed by the TCO/ATCO, the DANTES Test Inventory Report indicates the presence of controlled and numbered exams. The DANTES TCO/ATCO is responsible for all exams listed on the DANTES Test Inventory Report.

The DANTES Test Inventory Report, DANTES 1560/12, is available in the TCO portal.

Continued on next page

Inventorying DANTES-Sponsored Examinations, Continued

Preparing Test Inventory Reports

The DANTES Test Inventory Report may be filled in on-line or saved to the individual's computer to be completed and printed. The TCO/ATCO or Test Examiner will need to enter any GED, CLEP, DSST, ACT, SAT, GRE, GMAT and Praxis exams on the DANTES Test Inventory Report. Other exams such as those from distance learning institutions, i.e. LSAT's, may also be added to the DANTES Test Inventory Report.

- Daily Inventory – Complete the DANTES Test Inventory Report using the form from the TCO Portal. Use the completed inventory to physically go through each individual test in the safe, ensuring all test numbers match the numbers on the DANTES Test Inventory Report. The DANTES Test Inventory Report used for a Daily Inventory should be maintained at the DANTES Test Site for 12 months.
 - Quarterly Inventory – Using a completed DANTES Test Inventory Report, physically verify that each test in the safe matches the inventory listing. Submit the Inventory Report between five (5) calendar days before and five (5) calendar days after the 1st of the month or quarter as described in the DEPH Part I under. Quarterly Test Inventory Report Submission.
 - TCO Change Inventory – Create the incoming PTCO account in the TCO Portal. Use a completed DANTES Test Inventory Report and physically inventory the DANTES sponsored exams contained in the safe. Follow the instructions described in the DEPH Part I under [Submitting Change Inventories](#).
 - Disestablishment Inventory – Using a completed DANTES Test Inventory Report, physically verify that each test to be returned matches the inventory listing. Follow the instructions described in the DEPH Part I under [Test Site Disestablishment Procedures](#).
-

Submitting Test Inventory Reports for Stocking and Non-Stocking Test Sites

Stocking DANTES Test Sites are required to submit the DANTES Test Inventory Report on a quarterly basis.

Non-stocking DANTES Test Sites are not required to submit an inventory report, but are encouraged to physically inventory the safe's contents at regular intervals.

Continued on next page

Inventorying DANTES-Sponsored Examinations, Continued

Quarterly Test Inventory Report Submission

Quarterly Test Inventory Process

1	<p>Stocking test sites must physically conduct an inventory and <u>immediately</u> submit a Quarterly Inventory Report of exams on hand.</p> <ul style="list-style-type: none">Inventory reports are to be submitted up to five (5) calendar days before and five (5) calendar days after the 1st of the next month or quarter. <p>Quarterly reports are to be submitted at the <u>end</u> of each fiscal year quarter: 31 Dec, 31 Mar, 30 Jun, and 30 Sep.</p> <p>Only the TCO, ATCO, or ITCO may submit this inventory.</p>												
2	<p><u>Do not</u> submit a negative Quarterly Inventory Report.</p>												
3	<p>• Stocking test sites submit quarterly reports to the appropriate testing agencies (Prometric, ACT, and GEDTS) via email or FAX (AFAEMS for Air Force).</p> <table><thead><tr><th></th><th>Email Address</th><th>Fax Number</th></tr></thead><tbody><tr><td>Prometric:</td><td>PNJ-DANTESINVENTORY@prometric.com</td><td>(651) 641-8571</td></tr><tr><td>ACT:</td><td>ACT-Dantes@act.org</td><td>(319) 337-1221</td></tr><tr><td>GEDTS:</td><td>(not available yet)</td><td>(202) 296-8404</td></tr></tbody></table>		Email Address	Fax Number	Prometric:	PNJ-DANTESINVENTORY@prometric.com	(651) 641-8571	ACT:	ACT-Dantes@act.org	(319) 337-1221	GEDTS:	(not available yet)	(202) 296-8404
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ACT:	ACT-Dantes@act.org	(319) 337-1221											
GEDTS:	(not available yet)	(202) 296-8404											
4	<p>For stocking test sites, the TCO, ATCO, or ITCO must log into the TCO Portal and report their DANTES 1560/12 Quarterly inventory was submitted to the respective testing agencies for reconciliation.</p> <p>The testing agencies will notify DANTES Exams Code 20C1 of any inventories not submitted.</p>												
5	<p>For both stocking and non-stocking test sites, the TCO, ATCO, or ITCO must log into the TCO Portal, access “Status Update” under “Manage test Site” and confirm their appointment information quarterly.</p>												

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Inventorying DANTES-Sponsored Examinations, Continued

Submitting Change Inventories

All TCO change inventories must be initiated using the DANTES 1560/12 or AFAEMS for Air Force.

The outgoing TCO and incoming PTCO must conduct a physical inventory of the safe.

- Create an incoming PTCO account.
- Conduct a physical joint inventory using the printed DANTES 1560/12 (TCO Portal - Exhibit 7 and Exhibit 11 for GED). If accurate and acceptable by both the outgoing TCO and incoming PTCO, both must sign the inventory. **The physical inventory is required of both stocking and non-stocking test sites.**

Note: If there are discrepancies, then at this point the PTCO may reject the inventory and cancel the turnover. Contact DANTES Code 20C2 at exams@navy.mil for further instructions.

- Once the inventory is signed, submit the inventory to DANTES Code 20C2, FAX: (850) 452-1160, email: exams@navy.mil.
- The PTCO must log into the TCO Portal to accept ownership of the inventory.

Do not submit TCO Change Inventories to the testing agencies.

- If there are no exams on hand, include a statement to that effect in the nomination letter.

Safeguarding DANTES-Sponsored Examinations

Rules for Safeguarding DANTES-Sponsored Examinations

The following list of rules for properly safeguarding DANTES-sponsored examinations will help prevent test loss or compromise:

- **Never** destroy DANTES-sponsored exams
 - **Never** lend or transfer DANTES-sponsored exams
 - TCO/ATCOs from **other** nearby DANTES Test Sites do not qualify as an **extra** test examiner.
 - **Never** allow unauthorized personnel access to DANTES-sponsored exams and the safe where exams are stored
 - **Ideally**, secure and lock the room containing the safe when not staffed by authorized testing personnel.
-

Physical Daily/Weekly/Monthly Test Inventory

Test inventories are the most critical element for protecting the DANTES-sponsored testing program from test loss or compromise. Service regulations or major command policies **might** require frequent physical test inventories. Use DANTES 1560/12 (AFAEMS for Air Force) to conduct periodic physical inventories.

Other Exams

If non-DANTES testing personnel have access to other examinations (i.e., APT, ECI), ensure the DANTES-sponsored examinations are maintained in a separate, lockable drawer.

Safe Requirements

Locate the safe in a secure area. Maintain safe contents in a neat and orderly arrangement to minimize test loss. Other safe requirements are:

- Use safe only for exams.
 - Change lock combinations whenever a change in testing personnel occurs, or according to Service regulations.
 - Assure outgoing personnel cannot access the safe.
-

SF 702

Each time the safe is opened, the individual opening the safe must sign the **SF 702, Security Container Check Sheet (Exhibit 8)**. The SF 702 Security Container Check Sheet must be visibly posted on the safe and maintained on file for at least one (1) year. Each time the safe is opened:

- write down the date and time.
 - sign the form (DANTES TCO, ATCO, ITCO, or examiner).
 - write down the date and time the safe was locked.
-

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Safeguarding DANTES-Sponsored Examinations, Continued

Safeguarding Transported DANTES- Sponsored Examinations

Only the TCO, ATCO, or ITCO may transport exams.

Most tests in the DANTES-sponsored program can be transported, however, due to increased security risks, it is not recommended. If transporting to another building, a testing site within commuting* distance, or a Geographically Separated Unit** (GSU) is unavoidable, the following applies:

- Transport exams in a heavy-duty briefcase or other sturdy locking container.
- Only the DANTES TCO/ATCO/ITCO is allowed to carry exams. Do not attempt to transport more exams than can be hand carried in one trip.
- Log the exams out using a Document Receipt Form or a suitable hand receipt and maintain on file for one (1) year.
- If a safe is not available at the testing location, exams must remain in the constant possession of the TCO, ATCO, or ITCO.
- **DANTES-sponsored testing aboard navy ships is not allowed. This means that Navy College Offices or any other branch of service may not take exams aboard navy ships while they are deployed, anchored, pier side or in dry dock.**
- Contact DANTES Code 20C1, for special provisions.

***Commuting distance is defined as a distance that can be traveled both directions in the same day and the exams can be returned the same day and secured at the DANTES-sponsored Test Site.**

****A GSU is a unit located outside of normal commuting distances. Temporary storage of exams is authorized only to support TDY/TAD of the DANTES TCO, ATCO, or ITCO who must be on official orders, authorizing travel to a GSU for testing purposes.**

Test Administration

DANTES TCO Administrative Responsibilities

The TCO is responsible for ensuring a proper testing environment by strictly adhering to the regulations governing eligibility, administration, standards of conduct, and test security. Additionally, maintain the following documents for one (1) year:

- Test Logs, DD Form 1572 (**Exhibit 9**)
- Receipted copies of the DANTES Document Receipt Forms (**Exhibit 4**)
- Certified or Registered Mail receipts
- Records of DANTES Test Inventory Reports (**Exhibit 7 and/or 11**)
- SF-702 forms (**Exhibit 8**)

Note: All official documents and correspondence pertaining to the operation of the DANTES Examination Program must be signed by the TCO, ATCO, or ITCO.

Test Administrator

The test administrator may be the TCO, ATCO, ITCO, or test examiner.

The TCO is responsible for ensuring the test administrator is:

- adequately trained.
 - familiar with and follows the policies and procedures in this *Handbook*, and the specific *Examiner's Manual* for each of the DANTES-sponsored examination programs. **Not all parts of the *Examiners Manual* may pertain to the DANTES testing program and should be used in conjunction with instructions in Part II of this *Handbook*.**
 - in charge of the examinees from the time they enter the testing room until testing is completed.
-

Examinee's Readiness to Test

Before administering exams, testing personnel should determine examinee's readiness to test. This includes:

- administering practice tests (if available).
 - counseling to determine candidate's background or experience in the areas covered by the examination or refer to a counselor for guidance.
 - reviewing candidate's past examination history to determine eligibility to retest (go to the TCO Portal and access "Candidate Exam Inquiry")
-

Continued on next page

Test Administration, Continued

Retesting

Refer to the retest section in each program chapter in Part II of this *Handbook*.

Test Administration

Administer exams according to the requirements of each testing agency. There are **three basic categories**:

Exams for Stocking Sites: Exams stored at a stocking test site may be administered to examinees on demand.

- **Reusable test booklets** may be used until they are either recalled or no longer serviceable (i.e., CLEP, DSST, and ACT objective exams).
- **Non-reusable test booklets** must be returned with the answer sheet after the administration (i.e., SAT).

Exams for Non-Stocking Sites: Must be administered as soon as possible after receipt, but no later than 45 days after postmark within CONUS or 60 days overseas. All test materials must be returned with the answer sheet after administration. Make time extension requests to the appropriate testing agency or to the servicing DANTES office.

Special-Ordered Exams: Must be administered on the published DANTES test date (See the *DANTES Calendar of National Testing Programs*) at either stocking or non-stockung centers. (i.e., Praxis and GRE Subject tests). These exams must be returned immediately after the test date.

In-Processing Examinees

The following procedures are mandatory for all test administrations:

- Examinee must present official photo identification. If there is any question regarding identification, request a second photo identification such as a driver's license.
 - Complete Test Log, DD Form 1572 (**Exhibit 9**) at all test administrations. All applicable blocks must be completed on the Test Log to track examinee, test administrator and exams.
 - Test administrator conducts a page check of all unsealed test booklets in the presence of the examinee and marks Test Log.
 - Examinee opens sealed test booklets and conducts a page check. Test administrator marks Test Log.
 - Provide a secure storage area in the front of the testing room for examinee's personal items.
-

Continued on next page

Test Administration, Continued

Instructions To Examinees Explain the following instructions to examinees prior to testing:

Step	Action
1	Advise examinees that answer sheets for anyone who retests on the same exam within the retest waiting period will be invalidated. Examinees must wait the designated waiting period* from the last administration date before testing again on the same exam. *See individual program chapters for retesting requirements.
2	Read and follow instructions printed in test booklets.
3	The time limit, if applicable.
4	Carefully read and enter* required information on the answer sheet and/or registration form. *Improperly gridded name or Social Security Number will result in incorrect data collection and a lengthy delay in reporting.
5	Students ask any questions before testing begins.
6	Help cannot be given or received on the test.
7	Calculators may be used only when stated in test booklet instructions. Other than the GED test, it is the examinee's responsibility to provide a calculator if desired. Use of a scientific calculator is permitted with most programs; however, programmable and graph-displaying calculators are not. Calculator memories must be cleared prior to beginning the examination.
8	Only one test will be issued per examinee except in the case of the GED math test.
9	Test materials (booklets, answer sheets, and scratch paper) must be returned to the test administrator before leaving the room.
10	NO personal items may be accessible during testing. All electronic devices such as pagers, cell phones and digital watches must be turned off.
11	Only approved testing materials are allowed on examinee's desk/table during testing.

Continued on next page

Test Administration, Continued

Test Material Distribution

Prior to the testing session, the DANTES TCO, ATCO, ITCO, or examiner **only unlocks safe and removes appropriate exams, records actions on the Security Container Check Sheet SF 702 (Exhibit 8)**, and distributes the following:

- Test booklets
- Answer sheets
- Pencils
- Erasers
- Scratch paper
- Accessory materials

Examinees and proctors may not assist.

Test Material Collection

After the testing session, **only** the DANTES TCO, ATCO, ITCO or examiner, will perform the following:

- Make a page check of each test booklet when it is returned by the examinee. This check is made in the presence of the examinee and noted on the Test Log, DD Form 1572 (**Exhibit 9**).
 - Enter the time test was returned on the Test Log.
 - Collect all scratch paper (shred/destroy locally).
 - Review the answer sheet for completion and examinee signature, and ensure accuracy of gridded information.
 - Sign the Test Log (test administrator).
 - Sign the completed answer sheet (TCO, ATCO, or ITCO **only**).
 - Failure to provide required signatures by examinee or TCO, ATCO, or ITCO will significantly delay answer sheet scoring.
 - Return all exams and answer sheets to the safe. Document unlocking and locking safe on Security Container Check Sheet SF 702 (**Exhibit 8**).
-

Continued on next page

Test Administration, Continued

Surveillance Requirements

The test administrator and proctor, if required, must be strategically positioned in the testing room to ensure examinees are under constant surveillance. Surveillance includes, but is not limited to frequent walks around the testing stations to ensure examinees are:

- working in the proper section of the test
- marking the answer sheet correctly
- not using or creating crib sheets
- doing their own work

Performing office work such as answering telephones or working with non-examinee clients while administering tests must not distract test administrators.

EXAMINEES MUST NOT BE LEFT UNATTENDED AT ANY TIME.

Testing Irregularities

An irregularity during a test administration can include:

- discovering a defective test booklet during administration
- examinees becoming ill or falling asleep during testing
- alarms, alerts, or other unforeseen interruptions
- suspected compromise or cheating

Use the Supervisor's Irregularity Report (Exhibit 10) to document anything out of the ordinary.

Supervisor's Irregularity Report

When irregularities occur, contact DANTES Code 20C1, for guidance **before** submitting the report. Only the DANTES TCO, ATCO, or ITCO are authorized to sign an irregularity report. The test administrator must:

- submit a Supervisor's Irregularity Report (**Exhibit 10**) or letter of explanation, along with test materials to the appropriate testing agency.
 - send a copy of the report to DANTES Code 20C1.
 - retain a copy for future reference.
-

Improper Test Conduct

Determining Improper Test Conduct

Improper conduct may result in an investigation. It can be defined as, but is not limited to, an examinee:

- attempting to obtain answers from another examinee
- attempting to use unauthorized materials (crib notes, dictionary, unauthorized calculator, etc.)
- copying parts of the test or making a list of answers
- failing to turn in all test materials (a test booklet with missing pages, scratch paper, answer sheet) at the end of the testing session
- cheating or attempting to cheat.

Actions to Take for Improper Test Conduct

The **two conditions of improper test conduct** are **suspected** or **observed**.

If you **suspect** cheating but do not have proof:

- record the candidate's identifying information.
- warn the person and require the person to change seats.

When improper test conduct is **observed**, the TCO, ATCO, ITCO, or examiner must:

Step	Action
1	Collect the examinees test booklet, answer sheet, and all scratch paper.
2	Dismiss the examinee from the testing room.
3	Place test materials in the safe.
4	Complete the Supervisor's Irregularity Report (Exhibit 10) or letter of explanation. Include the answer sheet and associated scratch paper with the irregularity report or letter of explanation to the appropriate testing agency. Send a copy of only the irregularity report or letter of explanation to DANTES Code 20C1. Explain the circumstances under "Remarks."

Note: DANTES and the testing agency will determine if the incident constitutes a test compromise. DANTES will notify the Service headquarters or MACOM and the TCO regarding appropriate action.

Continued on next page

Improper Test Conduct, Continued

Irregularity Outcome

The testing agency determines how the answer sheet will be processed and under what circumstances retesting may be accomplished, if necessary.

Invalidated Test Scores

Improper test conduct may result in the examinee's test score being invalidated and possible prosecution under the Uniform Code of Military Justice or applicable federal or state statutes.

Returning Examinations

Returning Examination Materials

Test materials (i.e., test booklets, registration forms, answer sheets, etc.) must be returned to the testing agency within the specified time frames as listed below:

If . . .	Then . . .
special-ordered exams are administered on a specified testing timetable,	all exams (used and unused) must be returned to the testing agency immediately after scheduled administration date, but not later than the next duty day.
non-stocking test site orders exams,	exams must be returned within 45 days of the postmark date in CONUS or 60 days overseas, including AK, HI, PR, and VI.
any test materials cannot be returned to the testing agency on the day of administration,	test materials must be secured and returned to the testing agency the following work day.

Note: Test materials must never be left out of the safe, even when packaged and ready for mailing. Always document the Security Container Check Sheet SF 702 (Exhibit 8) when opening and closing the safe.

Continued on next page

Returning Examinations, Continued

GED Test Return Exception

If a military examinee cannot complete the entire GED battery, the answer sheet may be held for **not more than 30 days**. Examinee must schedule appointments to complete the entire battery within those 30 days.

Returning Examination Materials Procedure

The TCO, ATCO, or ITCO performs the following procedures when packaging and returning test materials to testing agencies:

Step	Action
1	<p>Complete a DANTES Document Receipt Form (Exhibit 4)</p> <ul style="list-style-type: none">• Record the UPS/Certified package control number on the form.• Enclose the original and copy 1 with returned test materials.• Retain copy 2 (test site copy) until the Original is receipted for and returned by the testing agency.• Only the TCO, ATCO, or ITCO may sign the DANTES Document Receipt Form, which becomes part of the suspense file.
2	<p>Before signing the DANTES Document Receipt Form (Exhibit 4) and sealing the package, compare contents with entries on the form to ensure all materials (i.e., registration forms, answer sheets, topic cards, cassette tapes, checks or money orders) are enclosed and listed.</p> <p>NEVER PLACE TEST MATERIALS (I.E., ANSWER SHEETS OR REGISTRATION FORMS) INSIDE TEST BOOKLETS.</p>

Continued on next page

Returning Examinations, Continued

Returning Examination Materials Procedure (continued)

Step	Action
3	<p>The package must be:</p> <ul style="list-style-type: none">• double-wrapped with inside envelope labeled "TO BE OPENED BY AUTHORIZED DANTES TESTING PERSONNEL." (Labels are available from DANTES Code 10C, e-mail request to dist@navy.mil. Ask for Stock Number 1274. Labels may also be printed locally.)• returned Certified/Registered mail to the appropriate testing agency. Using "Return Receipt Requested" for an additional charge, the postal service will provide confirmation the package was received by addressee.• or sent UPS or Federal Express as long as system for control is in place (CONUS only including AK, HI, VI, and PR).
4	<p>If receipted form is not returned with four (4) weeks (CONUS) or six (6) weeks (overseas), TCO must notify the testing agency and DANTES Code 20C1.</p>
5	<p>Maintain a file of the test records for at least one (1) year unless a longer period is specified by Service regulations.</p>

Exceptions for Expedited Handling of Materials

If there is a legitimate Service requirement for expedited handling of examination materials, contact the DANTES Examination Program for specific guidance.

A Service requirement includes: STA-21, MECEP, AECP, military academies or a score required to remain on active duty, etc.

Continued on next page

Returning Examinations, Continued

Testing Agency Package Verification Testing agency takes one of the following actions upon receipt of test materials package:

If . . .	Then . . .
materials in the package match entries on the DANTES Document Receipt Form (Exhibit 4),	testing agency date stamps and initials form and returns original white copy to test site.
contents of the package and entries on DANTES Document Receipt Form (Exhibit 4) do not match,	testing agency notifies TCO and notes discrepancy on the form.

Score Reports

Score Reports When a test answer sheet is scored, the testing agency issues a score report. GED, CLEP, and DSST send score reports for military examinees to the TCO for counseling and military record purposes only.

At the time of testing, examinees can designate an institution to receive a free official score report for CLEP and DSST.

Other score reports (SAT, ACT, GRE Subject and Praxis) are issued to the examinee and the designated recipients.

TCOs normally do not receive a score report from admission testing programs (e.g., Praxis). Each testing agency's score reporting procedure is explained in the individual Part II chapters of this *Handbook*.

Continued on next page

Score Reports, Continued

Emergency Score Reports

The DANTES Examinations Program staff handles emergency score requests on a case-by-case basis.

Testing agencies cannot determine if the request is actually an emergency and will refer the request to DANTES.

- Due to the Privacy Act, testing agencies will not release information to military examinees.

Requesting score reports to qualify for enrollment in a local college course is **not** an emergency. The following are examples of qualified emergencies:

- A score is not received within the normal time limit of six (6) weeks for CONUS and eight (8) weeks for overseas from the date of receipt by the testing agency.
 - An examinee needs the score to remain on active duty.
-

Emergency Request Approval

Only the TCO, ITCO, or ATCO may contact DANTES at exams@navy.mil to verify justification for the emergency request.

Overseas, TCOs may contact either the Far East or European DANTES representative for assistance (see **page 5** for contact information).

DANTES will provide final approval for the emergency request.

~ DO NOT give examinees the telephone numbers of testing agencies or the DANTES Examinations Program staff ~

Provide the following information when you call:

1	Examinee's name and last four of Social Security Number
2	Test title and number
3	Date tested
4	Date test mailed and/or date received at the testing agency
5	Test site ID number
6	Justification for the request

Transcript Service

Transcripts

Testing agencies issue transcripts based on a written request from an examinee. Transcripts are provided on an unfunded basis according to each testing agency's transcript policy. Refer to the appropriate program chapter in the *DEPH*. Transcript request forms are available at www.dantes.doded.mil >Examinations>Transcripts.

No-Cost Transcripts

Some testing agencies offer no-cost **unofficial** transcripts, **for counseling purposes only**, to TCOs, ATCOs and ITCOs, with written release by an examinee.

Examination Support Materials

No-Cost Support Materials

No-cost support materials for test sites are available from the individual testing agencies and the DANTES Distribution Center.

From Testing Agencies
Refer to "Study Guides, Tests, Practice Tests and Resource" section in each chapter in Part II of this <i>Handbook</i> .)
<ul style="list-style-type: none">• Use proper order forms (see "Exhibits" section at the end of each program chapter of this <i>Handbook</i>.)• Some testing agencies also make examination support materials available to examinees on a cost basis.

From DANTES
Authorized personnel may order practice tests, pamphlets, brochures, posters and DANTES forms (not available to civilians).
Visit the DANTES Web site at www.dantes.doded.mil >Order Materials.
<ul style="list-style-type: none">• E-mail request to: dist@navy.mil.• Include DANTES-sponsored Test Site ID number.• Provide DANTES stock number and quantity desired for each item requested.

Continued on next page

Examination Support Materials, Continued

DANTES Test Forms The following forms are used to complete DANTES testing. The forms may be obtained from a variety of sources. Refer all questions concerning the use of these forms to exams@navy.mil.

Form Name and Number	Purpose	Source
DANTES Annual Testing Facilities Review, DANTES 1560/11	Used yearly, submitted to DANTES 20A	DEPH, TCO Portal
Application for Test Materials	Use to order CLEP, DSST, SAT, GRE, Praxis	“
DANTES Order Form for ACT Assessment	Use to order ACT	“
Excelsior College Examinations Test Materials Order Form	Use to order ECE	“
GED Test Order Form	Use to order GED	“
DANTES Test Inventory Report DANTES 1560/12	Used to document receipt, verify exam status, and report inventory	“
Test Log DANTES and Others DD Form 1572	Used each time exams are administered	“
Document Receipt Form DANTES 1560/14 (Mandatory)	Used when returning exams and answer sheets	“
Security Container Check Sheet SF 702 (Mandatory)	Used each time safe is unlocked and locked	DEPH, TCO Portal www.dtic.mil/whs/directives/
Supervisor’s Irregularity Report	Used when irregularities occur during testing	DEPH, TCO Portal
TCO Appointment Confirmation Form DANTES 1561/13	Official appointment documentation issued by DANTES and maintained by TCO	DANTES Code 20C2
Test Site Establishment and DANTES TCO/ATCO Nomination Request Letter	For establishing a new DANTES Test Site	DEPH, TCO Portal
TCO/ATCO Statement of Understanding	Completed by incoming TCO or ATCO	“
TCO Nomination Change Letter	For exchanging one TCO with another	“
ATCO Nomination Change Letter	For exchanging one ATCO with another	“

Continued on next page

Examination Support Materials, Continued

Transcript and Score Request Forms

The following may be used by testing personnel and examinees to request transcripts and scores. While each form may be accessed on the DANTES Web site, an alternative to the DANTES Web site is provided.

Transcript Request Forms		
USAFI / GED	For GED, USAFI, CLEP or DSST exams taken before 1 Jul 74	www.dantes.doded.mil
CLEP / DSST	For CLEP and DSST exams taken 1 Jul 74 or after	www.getcollegecredit.com/pdfs/dsst_clep_trnsrpt_post74.pdf
GED	For military personnel testing OCONUS or onboard ship from 1 Jul 74 to the present, or those testing in the United States after 1 Oct 85	www.acenet.edu/clll/ged/trans-request.cfm
SAT	For SAT score results	www.collegeboard.com/student/testing/sat/scores.html
ACT	For ACT score results	www.actstudent.org/scores/
DoDDS	For Department of Defense Dependent Schools Transcript	www.getcollegecredit.com/pdfs/DODDS%20TRANSCRIPT.pdf

Test Loss and Compromise

Purpose

These guidelines are intended to

- establish procedures to determine and report a test loss or compromise.
- increase test security awareness.
- provide assistance to individuals assigned the responsibility of investigating a DANTES-sponsored Test Site test loss or compromise.

Note: It is imperative that the investigation report is processed through the Service HQ/MACOM and received at DANTES Code 20C1 no more than 30 days after the incident was initially reported. Failure to do so will result in suspension of testing.

Test Loss or Compromise at a DANTES Test Site

Failure to administer controlled items correctly may lead to a test loss or compromise. A test loss or compromise can include, but is not limited to the following, when:

No.	Action
1	security procedures as outlined in the <i>DEPH</i> are violated, and there is a possibility the contents of test(s) were disclosed.
2	tests are lost in the mail.
3	a package of lost tests is found but contents are missing or appear to have been tampered with.
4	a test or a test part has been copied or photocopied.
5	scratch paper that could include answers to test questions is removed from the testing room.
6	unauthorized individuals have had access to DANTES exams.

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Test Loss and Compromise, Continued

Determining and Reporting Procedures

Once initially determined that a test loss or compromise occurred, use the following guidelines:

TCO Responsibilities

Step	Action
1	Notify DANTES by phone at DSN 922-1111 x3118 or 850-452-1111 x3118 or e-mail at exams@navy.mil .
2	Immediately suspend all testing on <u>ALL</u> DANTES-sponsored academic exams . Return all DANTES-sponsored exam material to the respective testing agencies for validation.
3	Perform a two (2) person, signed and dated physical inventory with the TCO or, if the TCO is unavailable, the ATCO and a commissioned officer (O-4 or above) and fax to DANTES.
4	Prepare the initial test loss compromise notification which must contain the following: <ul style="list-style-type: none">• a description of how and when (date) the test was lost or compromised.• a statement explaining the loss, i.e., the result of theft, missing from security container, or lost in the mail.• the form and serial number of the test booklet.• a statement that all testing on ALL DANTES-sponsored academic exams has been suspended.• a statement that a two (2) person, signed and dated physical inventory was performed, dated and faxed to DANTES.

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Test Loss and Compromise Continued

TCO Responsibilities (continued)

Step	Action
4	<p>Immediately report the loss or compromise by e-mail, fax, or message as follows:</p> <ul style="list-style-type: none">• Air Force - Report to MAJCOM with information copy to DANTES Code 20C1.• Army - Report simultaneously to HQ Army Continuing Education System, HQ Installation Management Agency (IMA), IMA Regional Office, and DANTES Code 20C1.• Marine Corps - Report to Headquarters, United States Marine Corps (MRV) with an information copy to DANTES Code 20C1.• Navy - Report to Center for Personal and Professional Development (CPPD) VOLED Detachment, Pensacola, 6490 Saufley Field Road, Pensacola, FL 32509-5237, with an information copy to DANTES Code 20C1.• Coast Guard - Report to the U.S. Coast Guard Institute, 5900 SW 64th Street, Oklahoma City, OK 73169-6990, with an information copy to DANTES Code 20C1.• National Guard/Reserves - Report to commanding officer and to headquarters with an information copy to DANTES Code 20C1.

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Test Loss and Compromise, Continued

Military Service Responsibilities

Step	Action
1	Confirm that DANTES is informed of the test loss or compromise.
2	Ensure the installation commanding officer appoints an objective investigator in accordance with the Service's regulations covering administrative investigations. Minimum qualifications are: <ul style="list-style-type: none">• objective• GS-11 or higher, Commissioned Officer (O-1 or higher) or a Chief Warrant Officer (CW2 or higher). The investigator cannot be a member of the test site staff. If the installation does not have a qualified investigator available, contact DANTES Code 20C1 for guidance.
3	Provide DANTES Code 20C1 the name, phone number and e-mail address of the investigating officer as soon as possible
4	Tell the investigating officer to contact DANTES for assistance with conducting the investigation and requesting information from the testing agencies.
5	Advise the investigating official to use Service regulations and comply with the guidance in this publication.

Note: It is imperative that the investigation report is processed through the Service HQ/MACOM and received by DANTES Code 20C1 no more than 30 days after the incident was initially reported. Failure to do so will result in continued suspension of testing.

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Test Loss and Compromise, Continued

DANTES Responsibilities

Step	Action
1	Inform the testing agency that tests have been lost or compromised.
2	Request the testing agency <ul style="list-style-type: none">• STOP scoring answer sheets.• STOP shipping test booklets.• STOP reporting test scores for the compromised or lost test.
3	Contact the investigating officer.

Investigating Officer Responsibilities

Step	Action
1	Contact DANTES Code 20C1 at FAX (850) 452-1160, DSN 922-1160, or via e-mail exams@navy.mil for assistance.
2	Follow the appropriate Service regulations.
3	Use the “Investigating Officer Guidelines” next page.
4	Prepare and submit the investigation report.

Note: It is imperative that the investigation report is processed through the Service HQ/MACOM and received by DANTES Code 20C1 no more than 30 days after the incident was initially reported. Failure to do so will result in continued suspension of testing.

Investigating Officer Guidelines

Background Information

- DANTES-sponsored tests are controlled items requiring secure storage and handling procedures. The loss or unauthorized disclosure of a test may disrupt testing throughout a wide geographic area.
 - Investigations of a test loss or compromise must be thorough and complete. Anything less may have a detrimental effect on the integrity and credibility of the DANTES Examination Program.
 - The monetary value of a test is measured by the investment necessary to develop a replacement test rather than just the cost to the government or examinee. For example, an assessment test takes more than 18 months to develop and costs more than \$500,000.
-

Initiate Investigation Immediately

The investigating officer must begin the investigation **immediately** using the guidelines below to ensure:

- individuals more accurately remember names, times, dates, and details.
 - improved chances for recovery of tests.
 - more rapid case resolution.
 - faster resumption of testing operations.
-

Using the Guidelines

The assigned Investigating Officer, Test Control Officer (TCO), and Alternate Test Control Officer (ATCO) should read this publication thoroughly. The guidelines provide the investigator with:

- an understanding of the seriousness of a test loss or compromise.
 - reasons to expedite the investigation.
 - ways to become familiar with the internal operating procedures of a test site.
 - requirements for the investigative report.
 - familiarity with the general categories of test loss or compromise.
-

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Investigating Officer Guidelines, Continued

Using the Checklist

The *DANTES Test Loss or Compromise Checklist* (next page), is a helpful guide for successfully completing the investigation. It is divided into six sections: The Investigating Officer completes Sections I, II, III, IV, V, and/or VI, depending on the facts of the specific loss or compromise.

Part	Function
I.	Starting the investigation
II.	Investigating a test loss or compromise that occurs after receipt at the installation but before delivery to the DANTES-sponsored Test Site.
III.	Investigating a test loss or compromise that occurs after mailing from the DANTES-sponsored Test Site to a testing agency
IV.	Investigating a test loss or compromise that occurs at the test site
V.	Investigating improper test conduct, unauthorized access and/or conflict-of-interest cases
VI.	Preparing the final report

Note: It is imperative that the investigation report is processed through the Service HQ/MACOM and received by DANTES Code 20C1 no more than 30 days after the incident was initially reported. Failure to do so will result in continued suspension of testing.

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DANTES TEST LOSS OR COMPROMISE CHECKLIST

For Investigative Officers

INSTRUCTIONS. As you conduct the investigation, read and check off the items in Sections I through VI of this list. Include results of the investigation in a report in accordance with Service regulations and Part I of the *DEPH*.

I. Starting the investigation

- _____ Review the *DANTES Examination Program Handbook*, Parts I and II.
- _____ Review appropriate military regulations pertaining to investigations and security.
- _____ Review the test site's Standard Operating Procedure (SOP) for DANTES-sponsored exams. If the SOP is not available, ask the Test Control Officer or the Education Services Officer to explain the SOP to you.

II. Investigating the test loss or compromise after installation receipt

- _____ Contact the offices or individuals on the installation who may have received the test package; obtain sworn statements if appropriate.
- _____ Trace steps in mailing and handling of the package as far back as possible.
- _____ Inventory the site's safe.
- _____ Check the Test Log (**Exhibit 9**) (AFAEMS for the Air Force).
- _____ Check the file containing DANTES Document Receipt Forms (**Exhibit 4**).

III. Investigating a test loss or compromise after being mailed from the test site to the testing agency.

- _____ Determine who was responsible for mailing the tests from the test site and interview.
- _____ Obtain a copy of the DANTES Document Receipt Forms (**Exhibit 4**); if not available, so note.

- _____ Interview everyone who could have knowledge concerning the test and mailing procedures.
- _____ Determine and investigate each step involved in the mailing process prior to the test being mailed from the test site.
- _____ Obtain a copy of the certified mail, registered mail, or UPS receipt; if receipt is not available, so note.

IV. Investigating a test loss or compromise at the test site

- _____ Ensure the installation's investigative officials, (e.g., CID, OSI) have been contacted, if warranted.
- _____ If the safe was broken into, ensure all investigative procedures outlined in Service regulations have been followed (fingerprinting, etc.).
- _____ Interview every individual responsible for administration and control of tests.
- _____ Investigate the internal control of test materials.
- _____ Check the DANTES Test Inventory Report and any other inventory information.
- _____ Inventory the contents of the safe.
- _____ Check to verify if the quantity of tests stocked is appropriate for the number of tests administered by comparing the DANTES Test Log with the inventory.
- _____ Determine if the Test Log (**Exhibit 9**) is properly used.
- _____ Check the security container and answer the following:
 - _____ a. Proper annotation has been made each time the safe was opened and closed.
 - _____ b. Safe is easily seen by the Test Examiner or TCO at all times. If not, the safe is locked when not in view of the TCO or Examiner.
 - _____ c. Determine who has **access to the room** in which the safe is located.
 - _____ d. Determine who has **access to the safe**.
 - _____ e. Determine if the safe is used for storage of materials other than test materials.
 - _____ f. Are materials in the safe systematically organized?
 - _____ g. Obtain sworn statements when appropriate.

V. Investigating improper test conduct, unauthorized access, or conflict-of-interest cases

- _____ Obtain a seating chart if there is a testing session involved.
- _____ Interview all individuals involved and obtain sworn statements.
- _____ Obtain, review, and analyze any material pertinent to the case.
- _____ Determine if the testing volume or pass rate increased significantly since the incident occurred.
- _____ Make recommendations for disciplinary action or other recommendations as appropriate.

VI. Preparation of the final report

- _____ Specify the nature of the loss or compromise.
- _____ Include a summary of accusations, conclusions, corrective actions and recommendations.
- _____ Determine the extent of the compromise.
- _____ Submit the report in the format specified in the Service regulations to Service headquarters and the major command, unless otherwise specified, with a copy to DANTES Code 20C1, 6490 Saufley Field Road, Pensacola, FL 32509-5243.

Note: It is imperative that the investigation report is processed through the Service HQ/MACOM and received by DANTES Code 20C1 no more than 30 days after the incident was initially reported. Failure to do so will result in suspension of testing.

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Investigating Officer Guidelines, Continued

Review Supporting References

The investigating officer should review:

Step	Action
1	DEPH, Part I
2	DEPH, Part II (the specific chapter pertaining to the lost or compromised test(s); i.e., ACT, SAT, GED, GRE.)
3	The appropriate Service regulations or instructions concerning administrative investigation procedures.
4	The test site Standard Operating Procedures (SOP) for test administration of DANTES-sponsored exams.
5	The Uniform Code of Military Justice (UCMJ), Article 31.
6	Voluntary Education Program Service regulations/instructions concerning service specific procedures: Air Force - AFI 36-2306 Army - AR 621-5 Navy - OPNAVINST 1560.9 Marine Corps - MCO P1560.25C Coast Guard - CGI Publication P1550.1, Volume III

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Investigating Officer Guidelines, Continued

Types of Loss or Compromise

Investigative procedures for the general categories of test loss or compromise are described in the following table:

	Categories
1	Test(s) lost or compromised after receipt by installation.
2	Test(s) lost or compromised while in transit from the test site to the DANTES testing agency.
3	Test(s) lost or compromised at the test site.
4	Test(s) administration conducted improperly.
5	Unauthorized access to controlled DANTES-sponsored test materials.
6	Conflict of interest.

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Investigating Officers Guidelines, Continued

Loss or Compromise After Receipt by Installation

Tests lost or compromised after receipt by installation (receipted for, but not delivered to the DANTES-sponsored Test Site). DANTES will furnish the TCO evidence of delivery to the installation. Follow the investigative procedures listed in the steps below.

Step	Action
1	Contact the individual who signed for the package. Trace handling and mailing steps as far back as possible and contact the person(s) in charge of the <ul style="list-style-type: none">• post office• central mailroom• supply department• other delivery location. Obtain sworn statements if appropriate.
2	Inventory the safe to determine if test(s) were placed inside without being entered onto the DANTES Test Inventory Report (AFAEMS for the Air Force).
3	Check previous DANTES Document Receipt Forms (Exhibit 4), to ensure the test was not inadvertently returned to the testing agency. If it was, call DANTES Code 20C1 to determine if the testing agency received the shipment.
4	Review the last completed DANTES Annual Testing Facilities Review, DANTES 1560/11 (Exhibit 3), for previous discrepancies and corrective actions.
5	Determine if unauthorized personnel had access to the test.

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Investigating Officer Guidelines, Continued

Loss or Compromise While in Transit

If the test loss or compromise occurred while in transit from the DANTES-sponsored Test Site to the testing agency, follow these investigative procedures:

Step	Action
1	Determine who at the test site was responsible for mailing tests.
2	Obtain a copy of the DANTES Document Receipt Form (Exhibit 4) showing the transmittal of the test(s).
3	Investigate each step involved in the mailing process prior to the test(s) leaving the installation.
4	Obtain a copy of the certified/registered or UPS mail receipt. If one does not exist, note this as a discrepancy.
5	Interview all who handled the package and who had access or knowledge of the test(s). Obtain sworn statements when appropriate.

Loss or Compromise at the DANTES Test Site

If the test loss or compromise occurred at the DANTES Test Site, follow these investigation procedures:

Step	Action
1	Contact local investigative officials (e.g., CID, OSI, NCIS, etc.) immediately if the loss is the result of breaking and entering. Follow all normal investigative procedures. Provide a copy of the incident report to DANTES Code 20C1, via Service headquarters or major command.
2	Determine who is responsible for administering and controlling DANTES-sponsored tests at the testing site.
3	Interview all personnel involved and obtain necessary sworn statements.

Continued on next page

Investigating Officer Guidelines, Continued

Loss or Compromise at the DANTES Test Site (continued)

Step	Action
4	<p>Investigate the internal control of test materials:</p> <ul style="list-style-type: none">• Check the DANTES Quarterly Test Inventory Report for stocking test sites as well as any other available test inventories.• Check the DANTES Test Inventory Report (AFAEMS for the Air Force) to determine when the test was last inventoried.• Inventory the contents of the safe and compare with the DANTES Test Inventory Report and/or inventories obtained from the testing agency. <p>Note: Nonstocking test sites compare the shipping notices (can be obtained from testing agency), DANTES 1560/12 Test Inventory Report and DD Form 1572 Test Log DANTES and Others.</p> <ul style="list-style-type: none">• Verify if the quantity of tests stocked is appropriate for the number of tests administered by comparing the DANTES Test Log with the inventory. <p>Note: If stock appears excessive, note this in your report.</p> <ul style="list-style-type: none">• Check the test site's test log for correctness - <i>Was the test in question administered?</i> <i>If so, to whom?</i> <i>By whom?</i>• Interview all examinees who were in the testing room at the time of administration and obtain sworn statements.• Determine names of all associated with the potential loss or compromise who have transferred and obtain their current address.• Take necessary steps to interview the individuals and obtain sworn statements if possible.

Continued on next page

Investigating Officer Guidelines, Continued

Improper Test Conduct

Investigations involving improper testing include suspected cheating or attempting to cheat as determined by the testing agency or DANTES. Follow these investigative procedures:

Step	Action
1	Obtain a seating chart for the testing session in question. Use Test Log, DD Form 1572, to determine names of the examinees in the session.
2	Consider interviewing examinees and others with whom the examinee had daily contact. Obtain sworn statements.
3	Include any notes confiscated by the examiner in the investigation report.
4	Determine if the testing volume and/or pass rate for the compromised test has noticeably increased since the compromise. Request assistance from the DANTES TCO.
5	Consider the possibility that the examinee had prior access to the exam. <ul style="list-style-type: none">• Question all personnel who had access to the safe.• Obtain sworn statements as needed.

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Investigating Officer Guidelines, Continued

**Unauthorized
Access to
Controlled
DANTES Test
Materials**

Check the Standard Operating Procedures (SOP) regarding access to the safe or security container. Ask the following questions:

	Question
1	Who has access to the room where the safe or container is located?
2	Is the safe record properly annotated each time the container is opened and closed?
3	Can the safe be easily observed by authorized test site personnel?
4	Is the safe always secure when authorized test site personnel are not in the room?
5	Who has the safe combination? Interview these personnel and obtain sworn statements, if necessary.
6	Was the safe combination changed after formerly authorized personnel had their authorization rescinded?
7	Does the safe contain only tests and associated test materials that are accessible only by authorized DANTES testing personnel?
8	Are tests filed in a systematic manner?
9	Did the theft occur before or after normal working hours?
10	Who has access to the facility, such as janitors, security policemen, repairmen, etc.? Interview these personnel and obtain sworn statements, if appropriate.

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Investigating Officer Guidelines, Continued

Conflict of Interest

The *DEPH* prohibits conflict of interest and advises steps to be taken to preclude the appearance of such a conflict. Refer to the “Conflict of Interest” section of this publication for examples.

For guidance to conduct a conflict-of-interest investigation, follow these steps:

Step	Action
1	Contact DANTES Code 20C1 for assistance.
2	Refer to applicable Standards of Conduct.
3	If necessary, seek legal advice.
4	Obtain sworn statements from involved parties.

Investigation Report

Completed Investigation Report

Timely completion and review of the investigation report by all parties minimizes disruption of testing services to the military community. Responsibilities for submission and reviewing are as follows:

Investigating Officer Responsibilities

Step	Action
1	Prepare and include the following information in the report: <ul style="list-style-type: none">• reason for the loss or compromise (i.e., theft, careless handling by TCO or other personnel, lost in shipment)• details of the test loss or compromise• findings• recommendations for corrective actions
2	Send the completed investigation report no more than 30 days after the incident was initially reported through the Service HQ/MACOM (see page I-54) to DANTES Code 20C1. Failure to do so will result in suspension of testing!

Continued on next page

Investigation Report, Continued

Military Service Responsibilities

Step	Action
1	Ensure a thorough and properly conducted report of investigation is submitted via the Service headquarters to DANTES within 30 days of the date the case was opened. The report should include the: <ul style="list-style-type: none">• reason for the loss or compromise (i.e., theft, careless handling by TCO or other personnel, lost in shipment)• details of the test loss or compromise• conclusions• recommendations for resumption of testing
2	Review and forward Service recommendations to DANTES Code 20C1.
3	Once DANTES and the testing agency authorize resumption of testing, the Service headquarters notifies the DANTES Test Site TCO.

DANTES Responsibilities

Step	Action
1	Monitor the status of the investigation.
2	Review the investigation report, making recommendations, and coordinating with the appropriate testing agency, Service headquarters, and investigating officer to finalize the investigation.
3	Forward final report and recommendations to the testing agency for consideration and recommendation whether to resume testing.
4	Notify all parties of the final recommendations and obtain concurrence of all parties for resumption of testing.
5	Notify the DANTES TCO of the disposition of compromised test materials.

*Test Control Officers and Alternate Test control Officers can find
Exhibits 1-11 in the FY12 DEPH – **Complete Edition** in the
TCO Portal.*